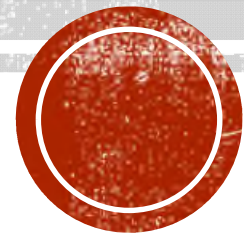


CLERMONT COUNTY 911



OUR CENTER



- We are the primary Public Safety Answering Point, PSAP, for Clermont County. We dispatch for all townships & villages in Clermont County except, City of Milford, Union Township, and City of Loveland
- Currently we have 12 Emergency Resource Technicians, dispatchers, and 4 Emergency Resource Supervisors. One dispatcher just started and will be in training for the next 6 months.
- Our center averages 13,000 phone calls a month. Our busiest day is usually on Friday or Wednesday. On average we get 7500 non emergency calls per month & 5300 emergency 911 calls per month.
- We average 10,500 CAD incidents a month. That includes police & fire initiated incidents and incidents called in by the public.



CAD



- Computer aided dispatching is what we refer to as CAD. This is what our dispatchers use to enter incidents.

We currently use Motorola PremierOne CAD. It is a state wide system shared with Ohio State Patrol, Ohio Turn Pike, Ohio Department of Natural Resources & Ohio EPA.



WHAT TO EXPECT WHEN YOU CALL 911



- Know your location. We do have technology to help locate you, WPH2& RapidSOS. From not having any idea of knowing where callers are, now our dispatchers have multiple avenues to help find someone who has called 911!
- After confirming your location, the dispatcher is going to ask for your name & phone number, then will ask what has happened.
- Be clear & concise on what your emergency is.
- Dispatchers will ask follow up questions, but it WILL NOT delay emergency responders. Our dispatchers may come across “short” or “curt,” but they are trained to ask specific questions in specific order to get important information.
- Our dispatchers strive to have calls dispatched out within 62 seconds of answering call. This is in accordance with the NENA (National Emergency Number Association)



WIRELESS PHASE 1 & 2



- Older or disconnected cell phones, may only provide a “Wireless Phase 1” location. That provides the dispatchers with the location of the closest cell tower.
- Wireless Phase 2 is the location that a caller’s cell phone gives dispatch. This location is when the cell phone location is triangulated between three cell phone towers.
- Proximity circle may be small or large depending on coverage or cell phone provider.





RAPIDSOS



- Implemented in May 2018 as an additional service to provide more accurate location of 911 callers using GPS.
- Started out as a website where dispatchers had to “query” the phone number each time a 911 call was received.
- In March 2020, we implemented Jurisdiction view. The 911 calls will show up before 911 call even begins ringing into 911 Center.
- RapidSOS Alerts started in 2021, it provides a supplemental alert from an alarm company before they call into the 911 center. We plan to transition to only receiving alert through RapidSOS, eliminating the phone call from alarm company to improve response times.
- RapidSOS is available on Apple iOS 12 & newer and also Android 4.0 & newer



RAPIDSOS



- RapidSOS has been life saving when helping dispatchers find callers locations.
- Just in February of this year, a dispatcher was able to find an elderly male in Sycamore Park, that was unable to move from his location.
- RapidSOS has been used to help lost hikers on trails at East Fork.
- It has also been used when kayaks have overturned on the Little Miami river.



911

Alerts (1)

911

All Calls
Clermont County Dept of Public Safety

1-513-██████████

13:28

• Add'l Data Avail.

1-513-██████████

13:28

1-513-██████████

13:23

1-513-██████████

13:20

1-513-██████████

13:17

1-513-██████████

13:07

1-513-██████████

13:04

1-513-██████████

12:55

4 sec ago 13:31:56 EDT, 9.24.2021

2279 Clermont Center Drive
Batavia, Ohio 45103

Lat/Long: 39.08537, -84.14595

what3words: pioneering.slopes.hovered

Uncertainty Radius: 4.9m
Confidence: 95%

Altitude: 225.8m
Vertical Uncertainty: 3.2m

• Most Recent Location | Estimated Address

APPLE ENHANCED EMERGENCY DATA

0 sec ago

Verify if this device information applies to the caller and their emergency.

Call Info

Source

Voice

Primary Callback Phone

+1 (513) ██████████

Caller Info

Name

Jessica Wiederhold

Age

██████████

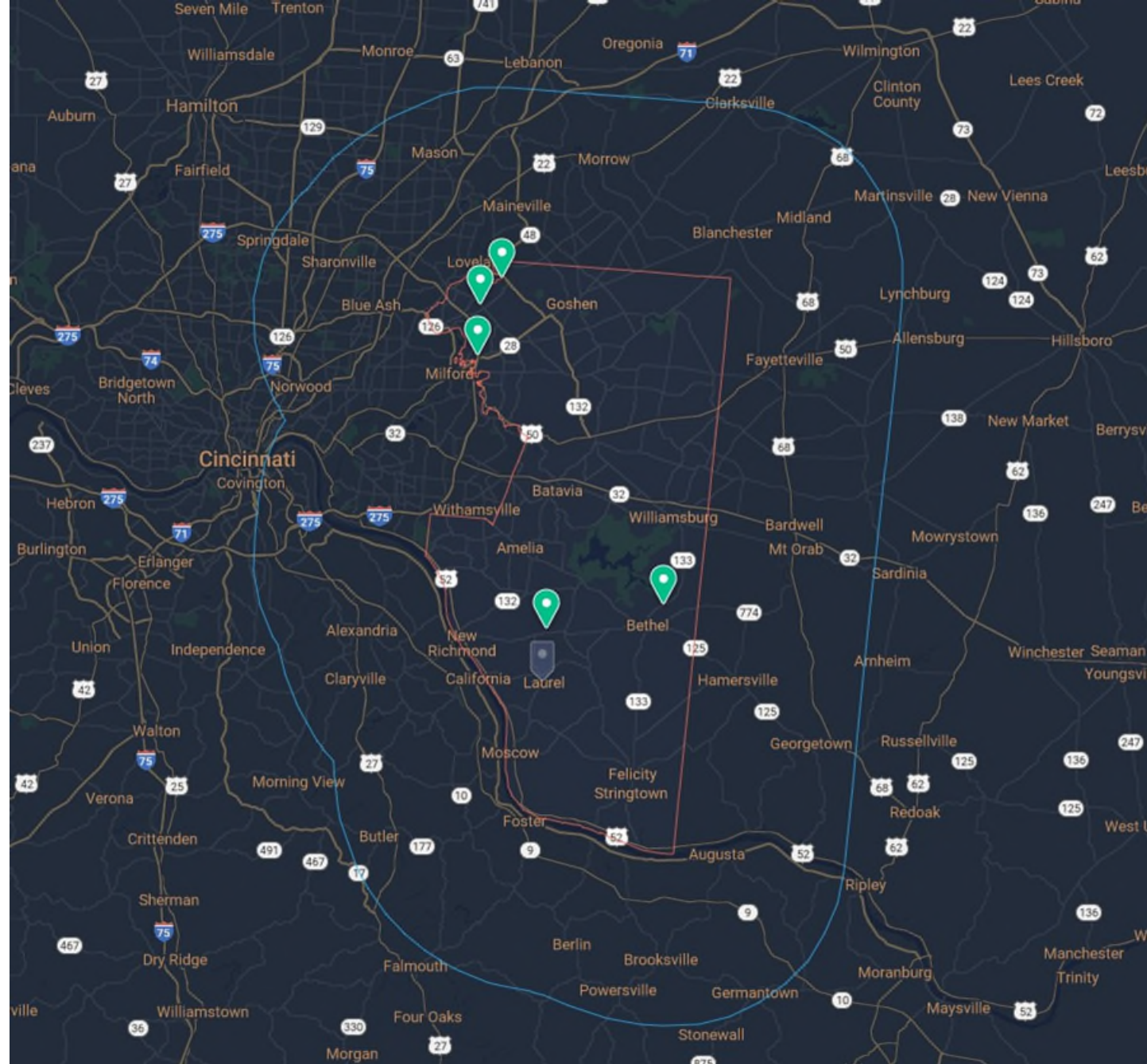
Height

██████████

Weight

██████████





Each “drop pin” indicates a 911 call that has been made.



911

Alerts (2)

Alerts



RES

CRANE SCHOOLH...
BETHEL, OH 45106

13:42



RES

SONYA
STATE ROUTE 232
NEW RICHMOND, OH 45157

12:43

Residential Fire

Source: SIMPLISAFE

16 min ago 13:42:42 EDT, 9.24.2021

CRANE SCHOOLHOUSE RD
BETHEL, OH 45106

Lat/Long: 38. 84.

Estimated Lat/Long based on Address

RESIDENTIAL FIRE SIMPLISAFE

Incident Time 9/24/2021 1:42:42 PM

Zone/Sensor ZONE 0

Alarm Permit Number 0

Service Provider SIMPLISAFE

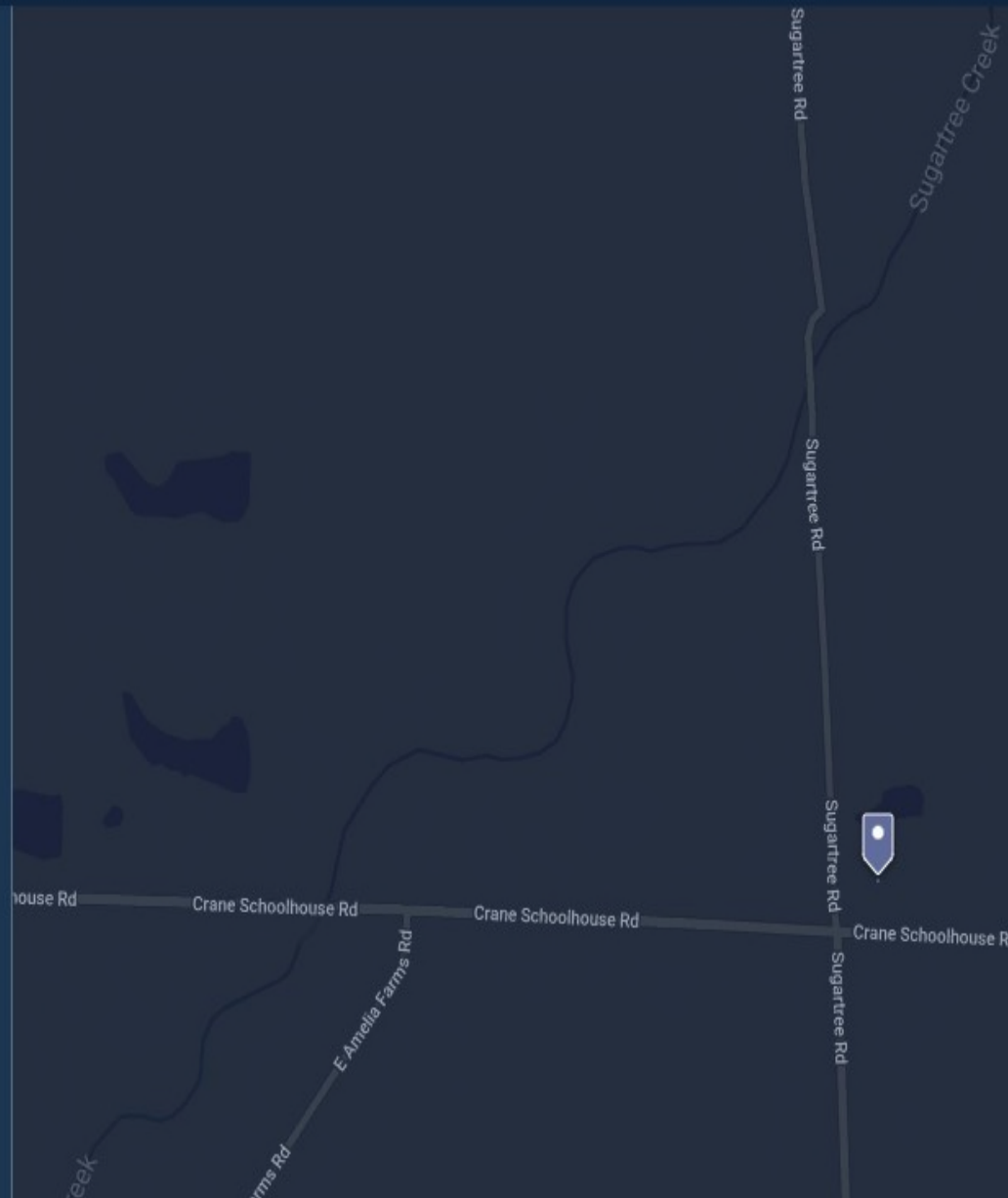
Site Phone +1151:

Emergency Contacts

Name THERESA

Phone +1 (513)

CM COPS Monitoring
18006332677



RapidSOS
Alerts



LOCUTION



- Automated fire/ems dispatch, implemented August 2020
- This was put in place to help our dispatchers, who are also call takers, put calls out quickly while being able to focus on the phone call they may be on.
- Locution also reduces errors in dropping wrong station tones, or even missing a certain station when multiple departments are dispatched. This helps our dispatchers, when multiple calls are coming in, there is less of a delay in between dispatching each call.
- Also, units in the field can talk to the dispatcher, while dispatches thru Locution are going out.
- Dispatchers can now be taking an emergency call, pull up the incident, and assign the fire/ems unit, and get back to life saving instructions on their phone call.





PROQA

- The State of Ohio requires that Dispatchers are trained in Emergency Medical Dispatch.
- We use the International Academy of Emergency Medical Dispatch program, ProQA. This is a program that each dispatcher must use on every medical emergency indicated call.
- This guides dispatchers through specific questions based on the nature of illness or injury of the patient(s). This doesn't delay the responding units, but is important information for them to prepare for what type of equipment and resources will be needed to treat the patient.



DISPATCHERS WILL ASK MULTIPLE QUESTIONS.



6:46

Entry KQ PDI/CEI DLS Summary

Case Entry Additional Information CC Selection Rules

Location is:

Phone number is:

Caller's problem description is: ****TEST CASE**** test case ☒

With patient now: Yes

Number of hurt/sick is: 1

Patient's age is: 90 year(s)

Patient's gender is: Male

Is he awake (conscious)? Yes

Is he breathing? Yes

Chief Complaint Code? 10

Chest Pain / Chest Discomfort (Non-Traumatic)

Enter the Chief Complaint code that most closely describes the foremost symptom or incident.

Or enter Sub-Chief Complaint letters, or letters <space> more letters to refine search.

(1st party) If breathing appears to be INEFFECTIVE, back up to change the Breathing auto-answer from "Yes."

7:31

10: Chest Pain / Chest Discomfort (Non-Traumatic)

Entry KQ PDI/CEI DLS Summary

5. Has he ever had a heart attack or angina (heart pains)?

Caller Statement: **TEST CASE** test case

No
Yes
Both
Other coronary problems:
Unknown

KQ Answers Additional Info Problem Suffixes Determinants w/ Suffixes Det. Codes CC Selection Rules

1. He is completely alert (responding appropriately).
2. He is breathing normally.
3. He is not changing color.
4. He is not clammy.

Dispatchers can also provide life saving instructions for patients that are choking, bleeding, not breathing, or even having a baby.





911 VS NON EMERGENCY

911

- Serious Medical problems, including but not limited to chest pain, difficulty breathing or stroke.
- House or vehicle on fire
- In progress crimes that have a threat to life or property.

Non-Emergency Line (513-732-2231)

- If it is not in progress or no threat to life or property
- Your pet has ran away
- You've locked your keys in your vehicle, it isn't running, and there are no children or pets locked inside.



OUR FUTURE GOALS



- Hire at least 5 more dispatchers to get to full staffing
 - Text to 911
- More trainings for dispatchers to further their education.



THANK YOU!



- We want to say thank you to our dispatchers. They are the rocks that hold our center together. They learn these new technologies and utilize them to their best abilities.
- We appreciate everything that our dispatchers do and all the hard work and dedication they give to our department.

THANK YOU!



CONTACT INFO/QUESTIONS



- Contact us by calling 513-732-2231 or visit our website:
<https://comm.clermontcountyohio.gov/>
- We are hiring, if anyone is interested please visit the County Website & look for “Emergency Resource Technician” on the jobs link!
- Any questions?
- Presented by: Jessica Wiederhold & Dominick Daulton





CLERMONT
COUNTYOHIO

Permit Central and
Building Inspection Department
Fee Schedule Changes



Permit Central & Building Inspection

Fee History

The Clermont County Building Inspection Department collects funds from applicants and property owners for permit activity. These funds are collected at the time of application and prior to the issuance of a completion or occupancy.

The Fee Schedule has not been updated or increased since October 1, 2007.

Increases are needed to maintain software upgrades, and increased staffing expenses.



Permit Central & Building Inspection

Building Fees

Application fee increased from \$35.00 to \$50.00

Building Fees

- Construction Building Fee re-aligned per square foot – minor increases
- Minimum Fees increased for Commercial Alterations from \$70.00 to \$120.00
- Decks, Sheds & Garages fees simplified to flat fee of \$105.00
- Residential Accessory Structures simplified to a flat fee of \$105.00
- Added fee for dumpster enclosures of \$70.00, as required code



Permit Central & Building Inspection

Mechanical & Electrical Fees

Mechanical Fees

- Non-Residential fees remain the same.
- Residential & Multi Family fees mostly remain the same - Fireplace fees clarified.

Electrical Fees

- Minimum Fees increased from \$70.00 to \$120.00
- Emergency repairs or meter repairs remain the same
- Multi- Family increased from \$100 to 120 for 1st unit and
\$50 to \$70 for each additional unit
- Reduced the cost on repairs in Multi Families from \$50 to \$20 for each additional unit



Permit Central & Building Inspection

Fire, WMSC & Other Fees

Fire Fees

- Updated fees to meet current systems by eliminating zone fees.
- Most fees were increased at least \$35 and the minimum raised to \$100 dollars

WMSC Fees

- Residential fees for SFR remain the same, increased for alterations from \$35 to \$70
- Commercial Sites fees were increased from \$35 to \$250 min. Multi Family/Subdivision Site increased from \$250 to \$500 min, plus \$20 a lot.
- The fees were increased drastically but are still lower than adjacent counties.
Increase needed to cover staffing costs.

Other Fees

- Minor increases to Flood and Airport Fees

Miscellaneous Fees

- Added section for projects that cover multi-sections for ease of application.
- Cell Towers, Cabinets, Shelters and Antennas set to a flat rate of \$200 & \$100
- All Signs were put in two categories by size and at a flat rate of \$120 & \$175
- Pool Fees were increased by \$35.
- Tent Fees were increased by \$35.

Administrative Fees

- Refunds were changed to eliminate refunds of \$50.00 or less and for applications that are over 365 days old. We currently have no time limit. Clarification that current property owner is refunded, if disputed.
- Work without permits clarified to apply to permits with Stop Work Orders.
- Appeal Hearing for Residential and 3 Regulations increased from \$100 to \$200

Prior to submittal to the Board the proposed increases were forwarded to numerous vendors and the Home Builders Association of Cincinnati.

Received only one comment back on the fees for electric on a multi-family. Those comments were addressed and reviewed with vendor.

No other comments were received.

Correction Needed:

- This work type was not included in the current fee schedule and needs to be added:
(I) Institutional added to the Page 2, Section A at a rate of \$0.15 per sf



CLERMONT
COUNTY OHIO

Permit Central & Building Inspection Comments

